

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to Office of Human Resources. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0058699	10. Budget Program Number
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Technology Support Technician II	
3. Division	12. Proposed Class Title	
4. Section Technical Support	13. Allocation	
5. Unit	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City: Eldorado County Butler	15. By Approved	
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp 100%	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM To: 5:00 PM Mon – Fri	17. Position Reviews Date: By:	
PART II - Organizational Information		Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

Work is of a structured nature including duties that have several related steps. Position supports an Information Technology environment for the Region which covers 17 counties. It includes microcomputers, local area network and mainframe connectivity and its supporting telecom infrastructure.

Understands, promotes and respects the concept of integrated service delivery through the use of integrated service teams, promoting the concept when appropriate. Understands and acknowledges how their line of business supports the work of integrated service delivery staff. Willingly serves as a resource for integrated service teams.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Misty Heiser Title: Technology Support Supervisor Position Number: K0057510

Who evaluates the work of an incumbent in this position.

Name: Misty Heiser Title: Technology Support Supervisor Position Number: K0057510

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is well defined and repetitive in nature. Tasks are basic. Instructions are given either in written or verbal form with specific outcomes described. Employee support is provided by rules, regulations, policies and procedures of ITS, DISC, as well as by computer hardware and software representative manuals.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
 (x) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 () Major program failure, major property loss, or serious injury of incapacitation.
 () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E or M	
15%	E		Assists with end user questions and problems. Provides technical diagnostic services and makes recommendations to end users regarding the types of microcomputer applications available to increase productivity.
15%	E		Provides hardware/software assistance/instructions to end users. Installs, tests, replaces or repairs hardware and peripherals such as disc drives, printers, network cards, circuit boards, cable, etc. Diagnoses computer hardware problems.
05%	E		Maintains accurate inventory of IT equipment and location throughout the region using an IT shared database.
05%	E		Provide training for all DCF hardware and standard software packages in a classroom environment and/or one-on-one type training.
40%	E		Provide first level user support as a member of the regional IT helpdesk supporting all users. Advise users in selecting the most appropriate software application (spreadsheet, database or word processing) for a specific task to accomplish agency goals. Assist in the instructions of users in using word processors, spreadsheets and databases.
10%	E		Utilize remote desktop management software for end user support, software installation and pc management.
05%	M		Provide Operational support for the agency.
05%	E		Other duties as assigned by supervisor.

*The description of how to work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to properly perform duties could cause disruption of Regional office operations resulting in a major impact on the ability to process information for timely distribution of benefits, provider payments and/or payroll. Failure to properly perform duties could also result in under-utilization of the agency's human resources.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ☐ Lead worker assigns, trains, schedules, oversees, or reviews work of others
☐ Plans, staffs, evaluates, and directs work of employees of a work unit.
☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact with staff, public and vendors. Occasional contact with ITS staff. The purpose of the contact is to obtain product information, pricing and technical specifications and problem solving.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Risk of hazards while traveling throughout the region. This position requires hours of work in front of a personal computer which could result in eye strain or lower back strain. This position will be required to physically move technology equipment which could result in neck, shoulder or back injury. May be exposed to electrical hazards. Work environment may involve disagreeable weather conditions.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

LAN equipment

Computers, printers and servers

remote desktop management software

commercial hardware and software

telecommunications equipment

motor vehicles

wireless devices

fax machines

multifunction copiers

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

High school diploma or equivalent and six months configuring and installing/replacing software, hardware, and connecting peripherals.
Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS:

- A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).
Advanced computer knowledge
Valid drivers license
- B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.
- C. List preferred education or experience that may be used to screen applicants
One year experience in office applications

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Lift up to 75 pounds. Handle large packages and equipment. Work with high voltage equipment. Frequent travel throughout the region as well as across the state for meetings.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Complying with accepted and normal safety standards in the operation of equipment and performing work tasks as expected.

PART IV - Signatures

Signature of Employee

Date

Signature of Office of Human Resources

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing Authority

Date